



Product Release Notes

April 2026



Milestone Configurability

Overview & Navigation

- **Centralized Settings Table:** Authorized users can access all survey configurations, view deployment statuses, and preview or edit surveys via a row-level kebab action menu.
- **Role-Based Permissions:** Only users with `update.survey` and `create.survey` permissions can view editing tabs or modify configurations; unauthorized users are restricted.

Duplicating Surveys

- **Primary Survey Creation:** Since creating surveys from scratch is unsupported, duplicating an existing survey is the only way to build a new one without altering the original.
- **Flexible Copying:** A duplication dialog allows users to choose whether to copy segments, questions, or both, while core settings are always copied by default.

Settings Tab Updates

- **Editable Configurations:** Users can update internal titles, descriptions, delivery methods (Email/SMS), confidentiality statuses, and deployment toggles.
- **Locked Timing Milestones:** Milestone days and recurring cadences become permanently locked once a survey has been sent to a recipient, requiring a survey duplication to change.

Questions Tab & Question Bank

- **Isolated Backend Edits:** Modifying a question creates a net-new version on the backend that removes existing benchmarks, isolates changes to that specific survey, and requires clicking "Publish Changes" to save.
- **Smart Question Bank & Creation:** Users can add existing questions via a theme-searchable bank or instantly generate a new custom question, though questions cannot be permanently deleted or duplicated once created.

System Limitations & Guardrails

- **No Raw Creation or Translations:** Net-new survey categories must be built by the Implementation team, and editing any question instantly wipes out all multi-language translations for that survey.
- **Configuration Safeguards:** Built-in guardrails prevent editing core eNPS elements, while advanced settings like conditional logic, required questions, and overlapping cadence protection are not available self-service.